



Job Opportunity

State Controller's Office

Position: Program Technician

Statewide

Location: Division of Collections
3301 C Street, Suite 712, Sacramento, CA 95816

Issue Date: October 14, 2005

Final Filing Date: Until Filled

Contact/Telephone:

Catherine Schumacher, (916) 323-8472

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply.

California Relay Service: 1-800-735-2929

Position Number(s): 051-550-9927-072
Ref1014CSU3

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

With general direction provided by a Supervising Program Technician I, the incumbent will primarily be responsible for assisting callers who contact the Bureau of Unclaimed Property's (UCP)'s Call Center seeking information regarding unclaimed property, and assist with support functions necessary to process claims. Duties include, but are not limited to the following:

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- Answer inquiry calls to the Bureau of Unclaimed Property's Call Center, relating to specific claims or providing general information regarding the Unclaimed Property Program;
- Research the less difficult claim inquiries with reference to laws, rules and regulations governing the distribution of unclaimed property;
- Prepare the less difficult correspondence to claimants regarding the necessary documentation to return with the claim form and general information on unclaimed property law;
- Respond to inquiries regarding unclaimed property laws, policies, and claim procedures;
- Refer claims or calls that are determined to be more complex to the appropriate staff for further evaluation and resolution, per Bureau Procedures;
- Research and track the less difficult returned warrants to determine eligibility for reissue or redeposit into unclaimed property account.

Applications will be screened and only the most qualified will be interviewed



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, gender, disability, religious or political affiliation, age, or sexual orientation.



How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

Division of Collections
3301 C Street, Suite 712
Sacramento, CA 95816

Attn: Catherine Schumacher

Ref #1014-CSU3, 051-550-9927-072 (Candidate must indicate this Reference Number on resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD 678).